



UD TRUCKS

TOTAL SOLUTIONS

SUPPORT SERVICES



Going the Extra Mile.

This is how we can support you

UD Total Solutions

UD Service Planning

We work with you to create a Service Schedule. This Service Schedule is tailored to your truck and is designed to give your truck exactly the maintenance it needs.



UD Genuine Service

We built your truck, so of course we also know best how to take care of it. Our UD Trucks service technicians are experts. Our service centres have the latest diagnostics systems and databases, special tools and up-to-date service literature.



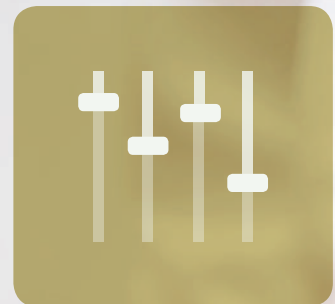
UD Roadside Assistance

You deserve peace of mind. If a breakdown brings your truck to an expected standstill in the middle of nowhere, help is only a single phone call away. UD Roadside Assistance will get you back up and running in no time.



UD Genuine Accessories

With the right equipment the job can be done more efficiently, more quickly and more safely.



UD Driver Training

UD Trucks offers a range of training courses designed to help the driver fine-tune his or her driving style so as to ensure both safer and more economical progress on the road.

Our aim is to provide you with the Ultimate Dependability solution. We will look after you and your truck, ensuring your vehicle keeps rolling, trouble free. The UD Solution has been designed to make your working day that much easier and ensure that your UD Truck always runs in the optimum condition.

UD Genuine Parts

Why take the risk? The only way to keep your truck 100% UD is by using UD Genuine Parts. You can rely on the right specification, correct fit, long service life and optimum performance. Not to mention 24 months warranty on all genuine parts fitted in a UD workshop.



UD Trucks Service Agreements

You can look forward to a service solution that meets your exact requirements. Keep your vehicle rolling for hundreds of thousands of kilometres with one of our three Service Agreement Programs to choose from.



UD Trucks Financial Services

UD Trucks Financial Services delivers a full range of products and services available directly through your UD Trucks dealer network. You'll get a finance or lease solution that's tailored to your needs from the same place where you purchase and service your truck.



UD Information Service

Available in the new Quon, The UD Information Service system is an asset that every operator should rely on to provide valuable vehicle operational data and location information. Fuel efficiency reporting is just only one of the many reports available.

UD Optimised Service Planning

Success in the transport business means running your trucks with as few interruptions as possible. This requires keeping the number of unplanned service stops to a minimum. With our free-of-charge Service Planning, you can do just that. With the right planning, your truck will get exactly the preventative maintenance it requires, when it requires it – no more, no less.

Your truck model and the unique assignments that it will be performing, is the base of your tailored Service Schedule. By giving us an estimate of the distances that will be covered, we can accurately estimate the service needs. When we create the Service Schedule, the information given by you together with our expertise will assure that your truck is maintained in the best fashion.

Our system will calculate a complete Optimised Service Plan, showing what action needs to be taken during the entire duration of the service period. The Optimised Service Plan will also state at exactly what mileages each action should be taken. Preventative maintenance is your guarantee of the highest possible productivity and minimises the risk of downtime.



Avoid unnecessary stops

Our free-of-charge service planning, is the simple and reliable way to plan your service, ensuring the highest possible productivity and minimising the risk of downtime. Your truck will thank you by always running at peak performance.

UD Genuine Service

Your customers have high expectations and rely on every single consignment being delivered exactly on time. The very same high expectations your customers have of you, you can have of us - with our thorough and reliable service.

We know your truck

Technicians in the UD Trucks workshop know your truck inside-out. They constantly update their knowledge and skills as new features are added. UD Trucks workshops have all the efficient diagnostics systems, special tools and the very latest service literature available. They only use parts that belong in your truck – Genuine UD Parts. All this means your truck has the shortest possible downtime and is back on the road quickly.

Know your costs today

Our package solutions are designed to make your service centre visits simple and safe. Regardless if you want to service or repair your truck, you will know the cost in advance and avoid unpleasant surprises on the invoice. You also get a clearly specified list of what will be done, which UD Genuine Parts will be used and how long the job will take. And it's all included in the attractive price – fitted and ready for the road.

With our package solutions, you get:

- Everything fitted and ready for the road – at an affordable price
- No surprises on the invoice. Any supplementary work required is notified in advance
- Thorough work by technicians who know your truck inside out
- UD Genuine Parts
- 24-months warranty on parts and labour.



At your service

We are proud to take care of you. You can rely on your local UD Trucks service centre team to provide the very best service for your truck. We have the know-how, the tools and the unmatched commitment, ensuring your truck performs at its best.



UD Genuine Parts and Accessories

When you use UD Genuine Parts, you can count on guaranteed quality, value throughout the life cycle and improved productivity of your truck. Even better, we are now offering 24 months / 500,000KM warranty on parts and labour, when you fit genuine UD parts in authorised UD workshops.

There is peace of mind that comes from using UD Genuine Parts. We offer a wide range of superior quality Genuine Parts, each one backed by extensive testing and analysis, and provided through our global parts supply network.

UD Genuine Parts are guaranteed to:

- Meet UD Trucks vehicle specifications
- Fit perfectly and work right the first time
- Deliver superior quality
- Ensure that your UD Truck stays 100% UD, through and through.

Fitted and ready for the road

UD Genuine Parts retain maximum performance over the entire lifecycle – a major contribution to the vehicle uptime. Our consistent levels of quality will help keep your maintenance on schedule with the designated maintenance intervals. UD Genuine Parts not only improve total lifecycle costs but help prevent unexpected vehicle malfunctions and maintain long-term performance – all of which improve the operating efficiency of your truck.



Every part counts

UD Genuine Parts are designed to work in harmony with existing parts – which is why we say, “every part counts”.



Accessorise away!

UD Trucks are also available with a wide range of accessories designed to make life even more comfortable and to make your truck even more equipped for its specific task.



UD Service Agreements

At UD Trucks we understand that productivity counts because your truck is your business. Therefore, with UD Trucks Service Agreements our aim is to keep your business on the road and ultimately maximise your profits.

A UD Trucks Trucks Service Agreement gives you an optimum service solution that will meet all the technical maintenance requirements of your truck. With a choice of programs, your dealer will work with you to choose a Service Agreement that best suits your needs.

Know your costs today and in the future

UD Trucks Trucks Service Agreements offer your business total cost control, making it easier to achieve your target income and healthy profit margin. There are no surprises or unexpected expenses, just a simple fixed* monthly cost that you know in advance.

Protected from the unexpected

During a routine maintenance service, UD Trucks aim to identify and inform you of any necessary repairs before expensive damages occur.

Programs suited to your needs

All service programs offer the ability to include additional options to meet your specific business needs. UD Trucks will examine your transport application, operating conditions and annual mileage in order to develop a personalised Service Schedule. Your Optimised Service Plan will ensure maximum performance and reliability of your truck, while protecting your investment and minimising operating costs.



A variety of options to suit your needs

UD Trust Standard – Preventative maintenance aimed at identifying any faults with your truck during routine maintenance services.

UD Trust Extra – Includes all that is included in the Standard Program as well as repairs to driveline.*

UD Trust Ultimate – The most comprehensive of our Service Agreements, covering all that is included in the Standard and Extra Programs but with the added confidence of full repairs coverage.*

* Subject to terms and conditions

UD Roadside Assistance

A broken promise is never pleasant. Your customers rely on their consignments arriving on time. If you come to an unexpected standstill, a single phone call to UD Roadside Assistance, will have you back on the road in no time at all.

When you call UD Roadside Assistance, you will get to speak to a specialist who knows UD Trucks inside-out. Our technicians have all the technical experience at their fingertips, and will know exactly what you are talking about when you describe the problem you are experiencing with your truck.

As soon as we have established your truck's identity, your location and the nature of the problem, an experienced technician is despatched from the nearest UD Trucks service centre.

No charge

It costs nothing to call UD Roadside Assistance. What you pay for is the parts used in the repair, the labour involved in fitting them, along with labour surcharges.

Keep your promises

A breakdown can leave you, your operation, perhaps even your customers, at a standstill. This is where a single call to UD Roadside Assistance, will have you back on the road in no time at all.



UD Information Service

The UD Information Service system is an asset that every operator should rely on to provide valuable vehicle operational data and location information. Fuel efficiency reporting is just only one of the many reports available.

“Nenpi Coach” for fuel-efficiency advice

The “Nenpi Coach” system analyses driving patterns for a specified time period, then displays optimal fuel-efficiency advice on the multi-display monitor in an easy-to-read format. The driver can also check other detailed info and optimal driving techniques to improve fuel economy.

UD Telematics

Part of the UD Information Service, UD Telematics monitors driver and truck performance, with real-time analysis and top-line reporting. This fleet management system can help you improve driver performance, increase uptime, maximise fuel efficiency and reduce maintenance costs.

Multimedia Audio

The state of the art multimedia audio system includes a full touch screen display, digital radio, media player and includes commercial vehicle specific navigation.

Up to four cameras can be installed to provide additional safety, monitor load and extend the field of vision for the driver. The vision is displayed on the multimedia unit therefore no need for additional displays to be installed.



Benefits:

- Reduce fuel and operational costs
- Better fleet management
- Increase vehicle uptime
- Reduce unplanned stops
- Invest in your good drivers



UD Trucks Financial Services

UD Trucks Financial Services does everything possible to help you get your UD truck on the road, as soon as possible. We offer some of the most comprehensive and flexible finance packages around.



UD Trucks Financial Services delivers a full range of products and services available directly through your UD Trucks dealer network. You'll get a finance or lease solution that's tailored to your needs from the same place where you purchase and service your truck. This means you'll work with experienced professionals who are familiar with your transport needs and business goals.

Finance options:

- Chattel Mortgage – offers individual business customers the ability to tailor the finance contract to best suit your needs
- Hire Purchase – offers commercial operators a flexible loan tailored towards ownership at the completion of the hiring period
- Finance Lease – is a tax effective way for business to preserve cash flow
- Operating Lease – allows the lessee to rent the truck for the term of the lease and hand it back at the expiry of the lease.

Your Finance Solution

We are ready to do business. You can count on us to respond quickly and ask the right questions to determine the best solution to keep your business moving.

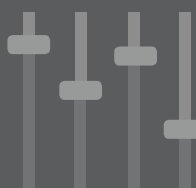
For more information, call 1300 720 078 or visit www.udtrucks.com.au



UD Driver Training

We have a dedicated driver training team that conducts driver lessons for dealers, fleets and private customers. With the correct training, UD

Trucks can be driven in a more fuel-efficient manner that creates significant savings for the company and the environment as well as a better company image.





We are experts when it comes to providing service for UD trucks. Nobody else has our know-how and equipment. And nobody else has the right parts.

UD TOTAL SOLUTIONS

The Genuine Promise

Our aim is to provide you with the Ultimate Dependability solution. We will look after you and your truck, ensuring your vehicle keeps rolling, trouble free. The UD Solution has been designed to ensure that your UD Truck always runs in the optimum condition.

Contact your local UD Trucks dealer to learn more

1300 289 283
www.udtrucks.com.au



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